

Dorset Council KPI Report - CMS stats

Performance 2016/17 - report for period : All Teams KPI's Quaterly Aug 17 - Oct 17

Number of complaints received **0**



Top 10 detail - cases completed on time	Completed in period	Performance	KPI (days)	Cases completed on time or early
Admissions (DR01 & DR01W)	1441	91.19%	30	1314
Transfers In Quote (DR02E, DR02R, DR03E & DR03R)	347	85.59%	15	297
Transfers In Actual (DR02A & DR03A)	68	98.53%	20	67
Transfers Out (DR09E & DR10E)	123	92.68%	10	114
Transfers Out actual (DR09A & DR10A)	75	88.00%	10	66
Estimates Employee (DR08)	259	98.84%	15	256
Estimates Employer (DR22R & DR22W)	149	100.00%	15	149
Retirements (DR14, DR14W & DR12 & DR12I & DR14I & DR22I)	648	93.52%	5	606
Deferred Benefits (DR11 & DR11W)	572	96.68%	40	553
Refunds (DR16 & DR16W)	691	81.48%	15	563
Deaths (DR23)	81	100.00%	5	81
Correspondence (DR24 & DR24A)	1080	98.61%	30	1065
Total	5534	92.72%		5131

Top 10 detail - Average elapsed time for cases completed within 6 months of receipt	2014-15		
	Total cases	Average elapsed time	Target
Admissions (DR01 & DR01W)	1321	33	10
Transfers In Quote (DR02E, DR02R, DR03E & DR03R)	347	48	64
Transfers In Actual (DR02A & DR03A)	68	69	64
Transfers Out (DR09E & DR10E)	123	58	23
Transfers Out actual (DR09A & DR10A)	75	62	23
Estimates Employee (DR08)	259	30	10
Estimates Employer (DR22R & DR22W)	149	20	9
Retirements (DR14, DR14W & DR12 & DR14I & DR12I)	647	62	53
Retirements only (DR14 & DR14W & DR14I & DR22I)	372	51	53
Deferred into payment only (DR12 & DR12I)	276	78	53
Deferred Benefits (DR11 & DR11W)	572	56	23
Refunds (DR16 & DR16W)	691	52	28
Deaths (DR23)	81	1	44
Correspondence (DR24 & DR24A)	1080	5	2